



# Signposting Information for Transgender Students

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Worcester, WR2 6AJ

Visit us Monday to Friday (excluding bank holidays)

Telephone 01905 54 2551

Email:- [firstpoint@worc.ac.uk](mailto:firstpoint@worc.ac.uk)

[firstpoint webpage](#)

[firstpoint blog](#)

[firstpoint facebook](#)

[firstpoint twitter](#)

During your time as a student at the University of Worcester we expect that you will explore many different aspects of your life and this might include your gender identity.

The following information aims to help you navigate and understand some of the University's processes, find out what support is available, give information on accessing that support, and to provide answers to some of the questions you may have.

For the purposes of this document, you'll see we use the widely accepted umbrella term "transgender" and to make things easy to find, we have arranged information by topic, alphabetically.

If you have any further questions or would just like to talk to someone directly, you can contact us at **firstpoint**.

Email: [firstpoint@worc.ac.uk](mailto:firstpoint@worc.ac.uk)

Tel: 01905 54 2551

In person: **firstpoint**, Peirson Study and Guidance Centre, St Johns Campus, Worcester

There is also lots of information on our [firstpoint webpage](#)

The University of Worcester promotes ethical and responsible behaviour, encouraging an understanding of the values of sustainability, inclusion and mutual respect.

As a community of individuals with different values, beliefs and aspirations, students of the University have a responsibility to ensure their behaviour does not negatively impact on others and that they act as good ambassadors for themselves and the University which they represent. Please see the [Student Disciplinary Procedures](#) for further information.

Each student of the University has agreed to abide by the terms of the Worcester Charter for Students which sets out some overarching expectations of behaviour and can be found on the following webpage [Student Charter](#).

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## ACCOMMODATION

Our Accommodation Team is on hand to give you advice, help you apply and support you throughout your time at University. With a range of student accommodation options, they will help you find the space that is right for you.

For further information you can contact the Accommodation Team on [accommodationteam@worc.ac.uk](mailto:accommodationteam@worc.ac.uk) or 01905 85 5300.

You can also book an appointment via **firstpoint** on [firstpoint@worc.ac.uk](mailto:firstpoint@worc.ac.uk) , 01905 54 2551 or in person, Monday to Friday.

## BULLYING, HARRASSMENT & HATE CRIME

The University expects the highest standards of conduct from its staff and students, whether on or off campus.

Each student of the University has agreed to abide by the terms of the [Student Charter](#) which sets out some overarching expectations of behaviour.

Bullying and harassment in any form will be dealt with under the relevant disciplinary procedures. The University offers support and guidance for any student affected by issues raised by these procedures.

If you have experienced or witnessed a transphobic incident, please report it. The University has a bank of trained Initial Harassment Advisers that you can contact in confidence for advice and further information can be found on the following webpage [Initial Harassment Advisers list](#)

Student Support Advisers, from the Student Support and Wellbeing Team, will also be able to help you through the range of informal and formal options available to address this behaviour. You can find out more here on the [Student Support Bullying & Harassment webpage](#)

You can access further support at the University through several routes:-

- **firstpoint** on [firstpoint@worc.ac.uk](mailto:firstpoint@worc.ac.uk), 01905 54 2551 or in person, Monday to Friday (you may wish to speak privately and away from the main desk).
- Student Support and Wellbeing on [studentlife@worc.ac.uk](mailto:studentlife@worc.ac.uk) or book a confidential appointment via **firstpoint**.
- The Students' Union Academic and Welfare Advisor within the Worcester Students' Union. Information on how to contact them via the on-line appointment request service can be found here: [SU help and advice page](#)

If you would like more information about our policies, support and reporting, please follow the links below:

[Student Charter](#)

[Student Disciplinary Procedures](#)

[Student Complaint Procedures](#)

## CHANGING ROOMS AND TOILETS

Gender-neutral toilets are located in most areas of the University and all of our accessible toilets are gender-neutral. Students are invited to use the facilities that match their self-identified gender or to use the gender-neutral facilities if preferred.

Changing/shower facilities offering individual lockable cubicles can be found at various locations across St Johns Campus:-

- University Arena: gender neutral changing facilities
- Charles Darwin building: female changing facilities, lockable shower room
- Charles Darwin building: male changing facilities, lockable shower room
- Edward Elgar building: Changing Places facility, lockable shower room (this room is locked, please obtain the key from Main Reception)
- Sport Centre, St. John's Campus: lockable shower room (ground floor)
- Shelia Scott building: lockable shower room
- Thomas Telford building: female lockable shower room
- Thomas Telford building: male lockable shower room
- Woodbury building: female lockable shower room x 2
- Woodbury building: male lockable shower room x 2

## CONFIDENTIALITY

Students should be reassured that all personal information gathered by the University relating to students and staff is treated with the care and confidentiality required by the [General Data Protection Regulations](#) (GDPR).

The University respects the confidentiality of all staff and students. Staff will not reveal information about transgender status without the prior agreement of the individual (usually written consent) unless, in exceptional circumstances, there is considered to be a potentially serious risk of harm to yourself or others.

## COUNSELLING

The University offers counselling via the Counselling and Mental Health Service. The service is able to support students with a wide range of issues. If you think you would like to meet with a counsellor, you can contact **firstpoint** to book an initial appointment. Take a look at the [Counselling and Mental Health Service webpage](#) for more information on how to meet with them.

## DATA RECORDING

During the student registration process we collect information from our students which is managed in accordance with GDPR. Should you require any further information about data collected and stored in relation to your own student record, please contact [infoassurance@worc.ac.uk](mailto:infoassurance@worc.ac.uk). Further information is available on the following webpage [University of Worcester Privacy Notice](#)

## DBS CHECKS

A number of our module courses require a Disclosure and Barring Service (DBS) check. If you require a DBS check and have a previous identity that you do not wish to be disclosed on your DBS certificate, you can contact the dedicated '[sensitive applications team](#)' before submitting your application. The team is experienced in dealing with sensitive cases and will advise you of the process and what you need to do.

Visit the following government website [DBS guidance for transgender applications](#) for more details and to locate the telephone numbers for the sensitive applications team.

## DEGREE/AWARD CERTIFICATES

Your **official (legal) name** will be included on the degree certificate.

A request to change your **official (legal) name** normally needs to be submitted before the final Exam Board meets to confirm your award. Exam Board dates vary so please contact Student Records via telephone on 01905 85 5333 or email [studentrecords@worc.ac.uk](mailto:studentrecords@worc.ac.uk)

For further information on how to change your name, please see the section within this document entitled [Name Change](#).

If you have any further questions about the graduation ceremonies or certificates and information provided on them, or an enquiry regarding a change to your name which may occur **after** your degree certificate has been issued, please contact the Exams and Awards Officer at [graduation@worc.ac.uk](mailto:graduation@worc.ac.uk)

Alternatively, if you prefer, the named contact for name changes in Student Records is Sally Dobbins (Assistant Registrar, Student Records). Sally can be contacted by email on [s.dobbins@worc.ac.uk](mailto:s.dobbins@worc.ac.uk)

## DRESS CODE

The University does not apply a dress code, other than where specific guidance applies to professional courses. We recommend that you talk to your Personal Academic Tutor or Course Leader if you have any queries about professional dress or uniforms. Alternatively, contact **firstpoint** and we will be happy to help you resolve any queries.

## FINANCE

The University's Money Advice Service is available to support you with issues or questions around funding & budgeting, including applying to the University of Worcester Access to Learning Fund.

Appointments can be booked via **firstpoint** on [firstpoint@worc.ac.uk](mailto:firstpoint@worc.ac.uk) , 01905 54 2551 or call in to see us, Monday to Friday.

## GENDER REASSIGNMENT & EXCEPTIONAL MITIGATING CIRCUMSTANCES

If you are receiving medical assistance because of gender reassignment or associated health concerns, you may find that this affects your ability to study or work.

You may wish to consider making an application, under the exceptional mitigating circumstances procedure, if your circumstances significantly impact on your ability to complete assessed work, or to attend any live assessment such as an examination or presentation.

Further guidance can be found in the [Mitigating Circumstances Procedures](#) and we can provide further information and support at **firstpoint**.

The Students' Union Academic and Welfare Advisor can also offer impartial support and guidance on the mitigating circumstances procedures. Information on how to contact the Advisor and use their online appointment request service can be found on their webpage [SU help and advice pages](#)

## GRADUATION

Graduation is where we celebrate the academic achievements of our students.

Your **official (legal) name** will be included in the graduation programme book and on the degree certificate.

A request to change your **official (legal) name** needs to be submitted before the final Exam Board if it is to be reflected on your degree certificate. Exam Board dates vary so please contact Student Records via email at [studentrecords@worc.ac.uk](mailto:studentrecords@worc.ac.uk) or phone on 01905 85 5333.



For further information on how to change your name, please see section below on [Name Change](#).

If you have any further questions about the graduation ceremonies or certificates and information provided on them, or an enquiry regarding a change to your name which may occur **after** your degree certificate has been issued, please contact the Exams and Awards Officer at [graduation@worc.ac.uk](mailto:graduation@worc.ac.uk) or the named contact for name changes; Assistant Registrar, Student Records, Sally Dobbins ([s.dobbins@worc.ac.uk](mailto:s.dobbins@worc.ac.uk)).

## IDENTIFICATION

The UK government requires students to present specific types of identification to the University during the registration process. Identification may be in the form of a passport, visa, driving licence or birth certificate with one other piece of documentation.

You can request to speak privately with a member of staff when showing your identity documents.

We will not request a gender recognition certificate (GRC) as proof of a new identity. However, you may choose to use the GRC as evidence, if you wish.

For further guidance on the requirements for identification at registration, please contact the Assistant Registrar, Student Records, Sally Dobbins ([s.dobbins@worc.ac.uk](mailto:s.dobbins@worc.ac.uk)).

## ID CARDS FOR STUDENTS

The Student ID card is your formal identity card. It provides access to university buildings and is your ICT and library card.

Students who change their **known as** name, or whose gender presentation differs from the photo originally taken, can request a new ID card via **firstpoint**. There will be no charge for the replacement card under these circumstances.

You can change your **known as** name via the Personal Details tab on the SOLE page.

Changing your **known as** name is not the same as changing your **official (legal) name**.

## INTERNATIONAL STUDENTS

Any international student with a TIER 4 VISA should contact the International Experience Team if they believe that they might be eligible to change their name and gender on their Biometric Resident Permit.

The International Experience Team will discuss this with you and see how they can assist. You can contact them by emailing the International Experience Team on [international-experience@worc.ac.uk](mailto:international-experience@worc.ac.uk), for information regarding this or any other visa implications or advice on travel abroad.

## NAME CHANGE

Your **known as** name is the name you prefer to be addressed as during your studies. You can ask to use a **known as** name without making any official or legal changes.

Your **official (legal) name** is the name by which you are formally and legally known.

The University will use your **known as** name in most circumstances, such as in lectures. However, there may be a requirement to use an **official (legal) name** at certain times, such as at graduation. Further details on the information displayed on your degree/award certificate can be found in the [Degree/Award certificate](#) section on this document.

You can add a **known as** name to your records when you first apply to the University or later in your journey with us. You can make a change to your **known as** name via the Personal Details tab on the SOLE page.

If you would like your **known as** name to be reflected on your learning platforms such as Blackboard and Pebblepad, you can make a request via the ICT helpdesk portal, or if you prefer, you can contact **firstpoint** or Student Support and Wellbeing for assistance in making the request.

If you are a student attending placements in a health care setting, we would recommend that you contact either your Course Leader, or your Personal Academic Tutor, for advice on how details will be communicated to the placement provider.

Students should be aware that University staff accessing your student record will be able to see your **official (legal) name**, as well as your **known as** name, if these are different. Please be reassured that access to your student record information is limited and members of the University are bound by GDPR. Further information can be found on the following page: [General Data Protection Regulations](#).

If you wish to change your **official (legal) name** you will need to show proof of name change, like a deed poll certificate or other recognised official document. You can do this at **firstpoint** or contact Student Records directly on [studentrecords@worc.ac.uk](mailto:studentrecords@worc.ac.uk).

Alternatively, if you prefer, you can contact our named person for name changes in Student Records, Sally Dobbins (Assistant Registrar, Student Records) [s.dobbins@worc.ac.uk](mailto:s.dobbins@worc.ac.uk).

Once your **official (legal) name** has been changed in the central Student Record, your details should automatically update across SOLE and your connected learning platforms, such as Blackboard and Pebblepad.

Please note that your username (e.g. SMIT1\_92) and email address (e.g. SMIT1\_92@uni.worc.ac.uk) will remain the same unless you specifically request that these are changed. You do need to be aware that your digital profile is linked to your unique username and, if this is changed, it is possible that access to anything already created in the

learning platforms (known as your digital footprint) will be lost. It is recommended that you seek further guidance before requesting any changes to your unique username or University email address.

Remember that if you change your name and gender, you will need to notify other organisations e.g. your bank, Student Finance and GP.

## **POLICY**

The University is committed to educational and social inclusion and equality, as set out in the [University of Worcester Strategic Plan](#) and outlined in the University's [Equality Statement](#)

## **PRONOUNS/TITLE**

Although we don't have a formal process by which you can change your pronouns, we will try to ensure that our staff use your preferred pronoun.

Students are invited to use the title they prefer which reflects their chosen gender identify.

## **STUDY AND WORK ABROAD AND EXCHANGES**

The Study Abroad Programme is open to all University of Worcester students. It is an exciting opportunity but may cause some concerns for transgender students.

This needs to be considered on an individual basis. Our International Experience Team will be happy to discuss any potential issues that may arise.

You can find information on the study abroad webpages here: [International-students/study-abroad](#)

You can also contact the International Experience Team on [international-experience@worc.ac.uk](mailto:international-experience@worc.ac.uk) or you can book an appointment with the team via **firstpoint** on [firstpoint@worc.ac.uk](mailto:firstpoint@worc.ac.uk), 01905 54 2551 or call in person, Monday to Friday.

Stonewall Global Workplace Briefings provide information about the situation for LGBT people in specific countries which can be found on the following link:- [Stonewall workplace briefing](#)

## SUPPORT FOR TRANSGENDER STUDENTS

There are a number of places you can seek support, the list below is not exhaustive and you may choose to use a support network that is not listed but that you personally prefer.

- **GP-** If you are considering transitioning, you should speak to your GP about the options and referral to gender clinics.

If you find your GP is unhelpful, ask to speak to a different GP or report the situation to PALS ([patient advisory liaison service](#)).

GPs in England can refer people to a gender clinic without a mental health assessment (Wales still requires the mental health assessment).

- **Mermaids Charity** is one of the main UK transgender charities. It is aimed at younger children, but will work with young adults and will signpost to other support groups.

[Mermaids UK](#)

[info@mermaidsuk.org.uk](mailto:info@mermaidsuk.org.uk)

0808 801 0400 Monday-Friday 9am-9pm

[Mermaids UK resources for over 19s](#)

Signposting to over 19 support, includes links to support groups and websites.

There are also links to social media groups, and articles about the pros and cons of social media support groups.

- **Out2gether**

<https://m.facebook.com/Out2gether/>

Promote and support the well-being of Lesbian, Gay, Bisexual, Transgender and those with non-heterosexual or non-cis identities (LGBT+) people and those affected by LGBT+ issues in Worcester and South Worcestershire.

- **Papyrus** is the UK Charity for the prevention of young suicide. If you're struggling with your sexuality, gender, or identity, and this has led to thoughts of suicide, you can contact HOPELINEUK for advice on staying safe and for support with what you are going through. If you are concerned about someone else who you suspect may be having thoughts of suicide, you can also contact HOPELINEUK for advice on how to support them.  
[https://papyrus-uk.org/wp-content/uploads/2019/07/000368-PAPYRUS-Leaflet\\_Sexuality-and-Gender.pdf](https://papyrus-uk.org/wp-content/uploads/2019/07/000368-PAPYRUS-Leaflet_Sexuality-and-Gender.pdf)

- The **Students' Union** has an LGBTQ+ Student's Network and more information can be found on their webpage  
<https://www.worcsu.com/yourvoice/networks/lgbtqstudentnetwork/>

## WELLBEING SUPPORT

The Student Support & Wellbeing Service contribute to the development of an inclusive and supportive university community. Their aim is to help students to achieve a positive, fulfilling and enriching experience.

Student Support Advisers provide a confidential support service, on a broad range of pastoral and welfare issues, and would be happy to meet with you about any concerns that are affecting your time at the University of Worcester.

For further details please take a look at their webpage: [Student Support & Wellbeing webpage](#)

You can make an appointment with the team using their direct email [studentlife@worc.ac.uk](mailto:studentlife@worc.ac.uk) or you can book a confidential appointment via **firstpoint** on [firstpoint@worc.ac.uk](mailto:firstpoint@worc.ac.uk), 01905 54 2551, or call in person, Monday to Friday, from 08:30 to 17:30.

For information on Counselling and Mental Health, please see the section above [\(Counselling\)](#)